State of Iowa
EIP Impact Assessment

CIO IT Operations Capability
Session Overview
August 23rd, 24th and 25th

Today's Agenda

- **What will this Workshop Accomplish?**

- **How will the Capabilities be reviewed?**

- **What are the Anticipated Results?**

- **Questions and Comments**

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Project Team

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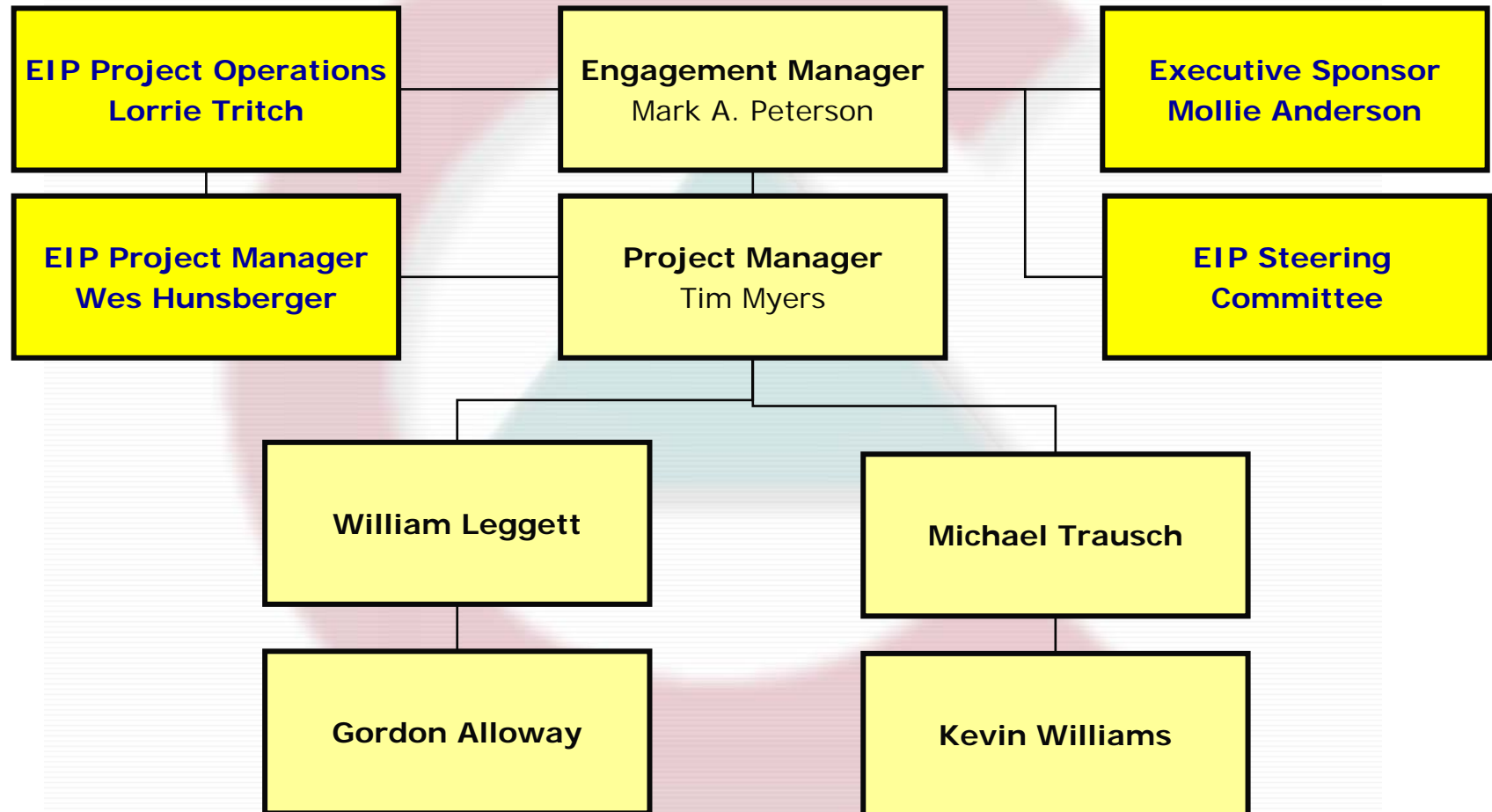
Objective & Methodology

The Project Overview

Discovery & Analysis

Review Current State
Review Industry trends, Vision, Stakeholders, Architecture, Infrastructure

Assess the Findings
Define Gaps, Gain Perceptions/expectations, Develop Business Agenda

Detail Interviews
Departmental Business Agenda and Information Requirements

Develop Strategy
Actionable Recommendations, Organizational Scenarios

Recommendations

3 Key Scenarios

Operational Assessment Model

Supporting the State's Operations

- Current Departmental Business Requirements

- Client/Constituent Requirements

- Current Capability and Capacity for Change

Assessment Pathways

Strategic Pathways

Strategic Pathways™	Critical Assessment Focus				Assessment Results & Recommendations
Strategy & Vision	Strategy & Vision	Value Position	Business Model		•Business Vision •Business Value of IT •Business Information Requirements
Organization Architecture	Structural Analysis	Standards & Policies	IT Funding & Spend		•Organization Structural Analysis •Structure Recommendations •Management Practices •Funding Analysis
Process Architecture	Ops Excellence	Products & Services	Business Processes	Measurement Processes	•Business Process Alignment •Performance Measures •Portfolio Funding & Governance •Product and Services Review
Human Capital Architecture	Capabilities	Maturity	Skills & Competencies		•Capability Assessment •Skills & Competencies Required
Technology Architecture	Governance	Portfolio Strategies	Architectural Strategies		•Technology Investment Plans •Architecture Maturity Results •Portfolio Management Maturity
Relationship Architecture	Sourcing Management	Vendor Management	Procurement		•Sourcing Recommendations •Vendor Management Assessment •Procurement Review

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Based on Legislative Mandate—HF534

What is The Value and Capability of the State's of Information Technology?

Business

Firm Grasp of IT Business Value
Position Role and Use of IT within Business
Respond to Competitive Technology Opportunities or Threats
Time Critical Deployment of IT
Develop and Maintain Competitive IT Capability
Continual IT Business Alignment

Leadership

Establish and Align Expectations for IT
Reskill IT Personnel to be Business Literate
Establish and Maintain IT Processes
Promote and Drive IT Value Initiatives
Manage Change and Culture Issues
Measure and Communicate Value of IT

Technology

Deploy and Maintain Applications
Establish Stable and Reliable Operations
Deploy & Maintain Infrastructure
Establish and Maintain Sourcing Strategies
Manage Technology Obsolescence
Manage Critical Risks

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CIO Technical Workshop

Project Phases

- **Phase 1**
  - *Project Initiation and Kickoff*
- **Phase 2**
  - *Current State Discovery*
- **Phase 3**
  - *Scenario Development*
- **Phase 4**
  - *Organizational Recommendations*

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Management Perceptions of Value

Value of IT Assessment

- Executive Views & Perceptions
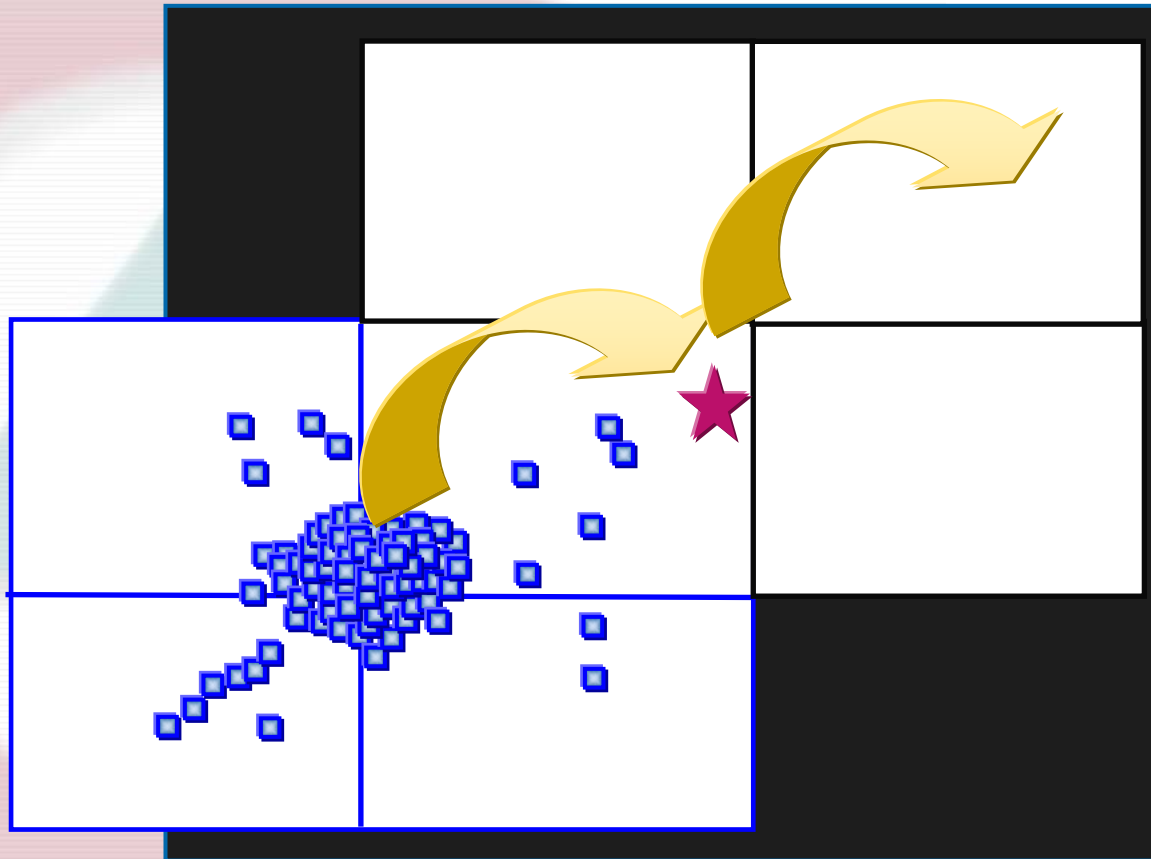
- IT Views and Perceptions

- Gap Analysis

Defines a
Business Value Agenda

What will this Workshop Accomplish?

♦ Current Maturity Positions for:

- *Business*
- *Processes*
- *Applications*
- *Technology*
- *Metrics*
- *Service levels*
- *Etc.*

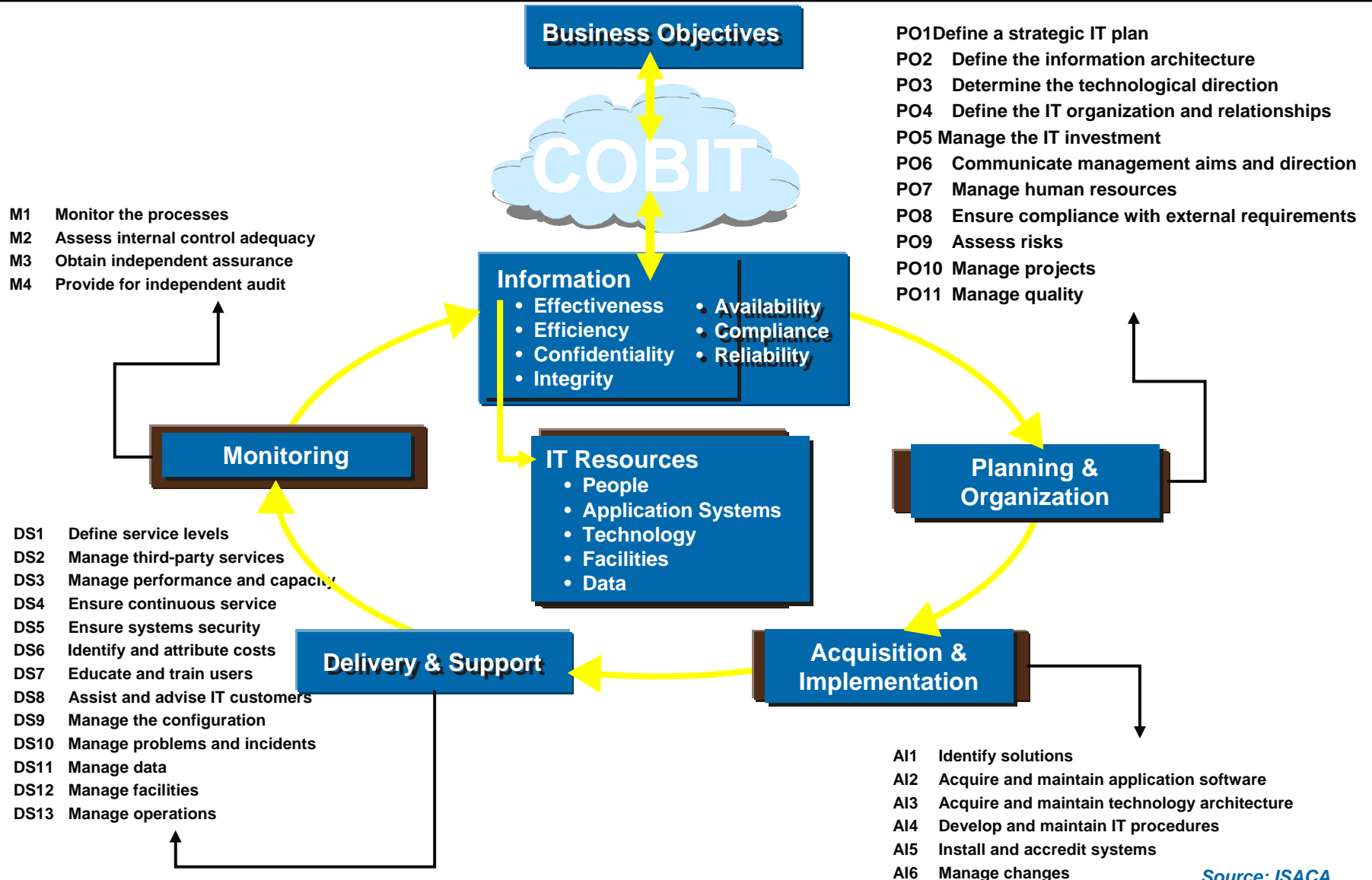**What will help you increase your operational maturity?**

Business & Information Technology value is a journey — NOT a destination

How will the Capabilities be Reviewed?

♦ **Understanding how value is both real and perceived**

♦ **Defining key areas of IT functionality**

♦ **Determining current Maturity Levels**
  - *Reviews Operational Impacts*
  - *Understands Effectiveness*
  - *Review Process Implementation*

♦ **Defining Capacity for Change**
  - *Reviewing Best Practice Categories*

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COBIT Model: Four Domains and Control Objectives

Business Objectives

COBIT

Information
- Effectiveness
- Efficiency
- Confidentiality
- Integrity
- Availability
- Compliance
- Reliability

IT Resources
- People
- Application Systems
- Technology
- Facilities
- Data

Monitoring

Planning & Organization

Delivery & Support

Acquisition & Implementation

M1   Monitor the processes
M2   Assess internal control adequacy
M3   Obtain independent assurance
M4   Provide for independent audit

PO1 Define a strategic IT plan
PO2   Define the information architecture
PO3   Determine the technological direction
PO4   Define the IT organization and relationships
PO5 Manage the IT investment
PO6   Communicate management aims and direction
PO7   Manage human resources
PO8   Ensure compliance with external requirements
PO9   Assess risks
PO10 Manage projects
PO11 Manage quality

DS1   Define service levels
DS2   Manage third-party services
DS3   Manage performance and capacity
DS4   Ensure continuous service
DS5   Ensure systems security
DS6   Identify and attribute costs
DS7   Educate and train users
DS8   Assist and advise IT customers
DS9   Manage the configuration
DS10 Manage problems and incidents
DS11 Manage data
DS12 Manage facilities
DS13 Manage operations

AI1   Identify solutions
AI2   Acquire and maintain application software
AI3   Acquire and maintain technology architecture
AI4   Develop and maintain IT procedures
AI5   Install and accredit systems
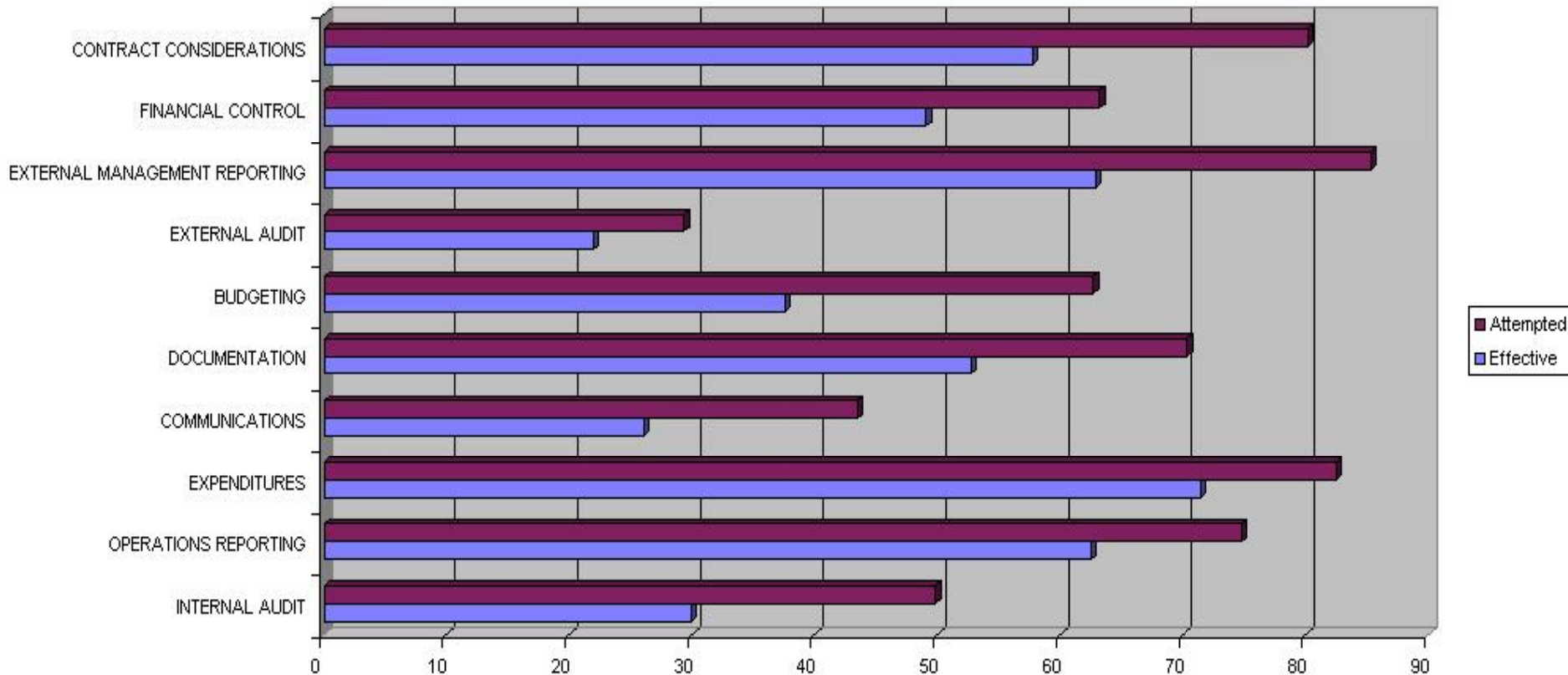AI6   Manage changes

Source: ISACA

Best Practice Maturity Levels

• Regularity of Performance

• Formality of Process

• Organizational Coverage

• Functional Quality

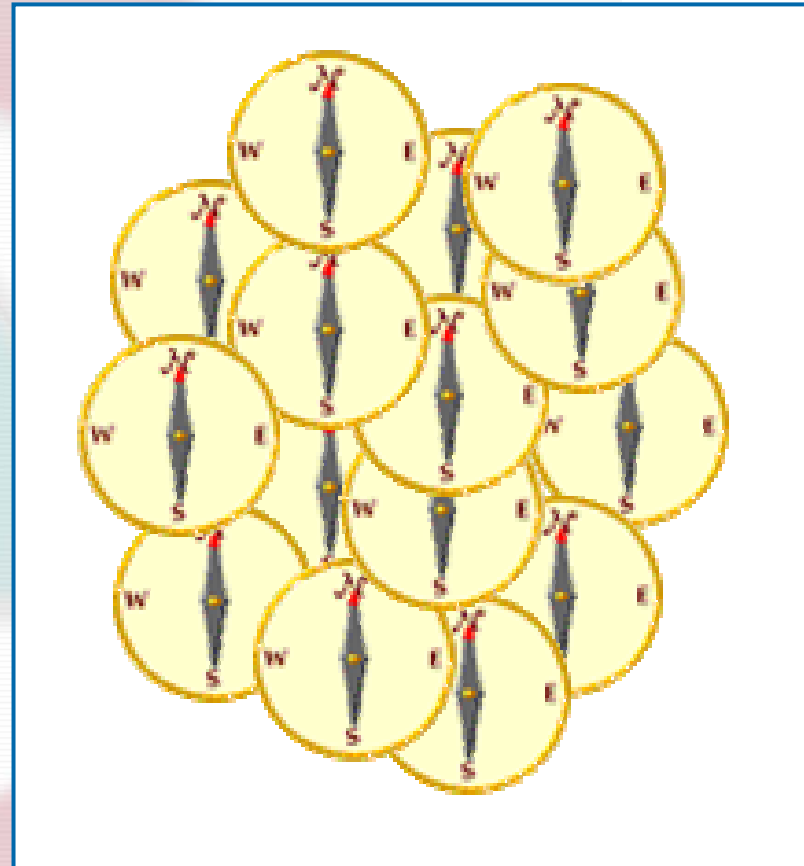CoBIT Driven IT Controls and Best Practices

Administration Management

Administration Management

Manage for Departmental Requirements Alignment

- ◆ **Understand and communicate the current state**

- ◆ **Take a holistic approach for alignment with long-term Departmental Requirements**

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Scheduled EIP Steering Committee Meetings

Project Planning & Initiation Session	July 23, 2004
Discovery & Initial Findings Update	August 27, 2004
Scenario Development Review #1	September 24, 2004
Scenario Development Review #2	October 8, 2004
Scenario Review and Validation #3	October 22, 2004
Draft Recommendations Session	November 5, 2004
Final Recommendations Presentation	November 12, 2004
Legislative Presentation	December, 2004

How much improvement is possible?

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Questions